**ABOUT THE CONTRACT WITH THE CVR**

This CVR Service Contract applies to any requests for CVR support in responding to foreign animal disease (FAD) emergencies and civil emergencies/disasters. It outlines all services available on request from the Canadian Veterinary Medical Association (CVMA) which operates and manages the CVR program. The main service categories are described further below but fall into these two areas:

**MANAGEMENT AND ADMINISTRATIVE SERVICES**

**Provided by the Canadian Veterinary Medical Association (CVMA) and its CVR operations group**

**SERVICES OF CVR MEMBER VETERINARIANS**

**Including veterinary medical services for animals; triage; treatment; specialized veterinary advice and support; humane depopulation where required; etc.**

**AUTHORIZED REQUESTORS**

An Authorized Requestor is a first responder as identified by the CVMA. Examples of Authorized Requestors are federal government agencies such as the Canadian Food Inspection Agency and Public Safety Canada and provincial/territorial government agencies such as provincial Emergency Management Offices/Organizations (EMOs).

**ABOUT CVR MEMBER VETERINARIANS**

Most CVR members are private practice veterinarians licensed to practice veterinary medicine in a Canadian jurisdiction. They have joined the CVR to offer their assistance in large-scale disasters involving animals and/or foreign animal disease (FAD) emergencies. Their role is to provide veterinary surge capacity to Authorized Requestors.

**CVR OPERATIONS GROUP**

The CVR is a program of the Canadian Veterinary Medical Association (CVMA). The CVMA provides the human resources to operate and manage the CVR and maintains a detailed database of CVR member contact information, experience, training and skills for all CVR member veterinarians. When a request for CVR member information and/or a call up is received, the CVR uses this database to select and contact CVR members based on criteria provided by the Authorized Requestor.

**MAKING A REQUEST FOR CVR SERVICES**

Contact the CVMA CEO or the CVR Administrator directly (contact information on website: [www.cvma-acmv.org](http://www.cvma-acmv.org)). This initial contact will provide the opportunity to explore your needs and determine what CVR support services may be required. Depending on services required, the appropriate CVR Service Request Form will be shared with the Requestor for completion and authorization of next steps.

**CVMA/CVR OPERATIONS – STANDARD SERVICES**

The CVR Operations group assists Authorized Requestors to identify and access CVR member veterinarians that match the criteria set by the Requestor. The services most often provided by the CVR Operations group are:

**IF A CALL UP PROGRESSES TO AN ACTUAL DEPLOYMENT OF THE CVR**

The Requestor will determine if CVR Members are to be asked to deploy to serve in the emergency response or not. If the Requestor wishes the CVR to be deployed then the next considerations are:

**1. Will the Requestor take care of all deployment communication and arrangements?**

If so, the CVR Members contact information for all on the Available to Serve list is provided to the Requestor and the Requestor proceeds to confirm all deployments and make all arrangements (confirm dates; travel; accommodations and food; remuneration; etc.). Refer to “Agreement” section of this contract for detailed remuneration parameters for deployed CVR member veterinarians.

**OR**

**2. Will the Requestor ask the CVMA/CVR to take care of all deployment communication and arrangements?**

See CVMA/CVR Operations – Additional Services (next page). The Requestor may choose to use any or all additional services.

**ADDITIONAL SERVICES CVMA/CVR WOULD CONSIDER ON REQUEST**

**On behalf of the Authorized Requestor:**

* **CVR issues a *CVR Deploy Notice.***
* **Purpose of *CVR Deploy Notice*:** Provides deployment specifics to confirm CVR Members on *Available to Serve List* who will in fact deploy and serve in the emergency.
* ***CVR Deploy Notice* includes** relevant parameters of deployment a CVR member would need to know to confirm deployment (i.e. details about the emergency event; location where CVR members will serve; exact dates of service; remuneration details; travel, accommodation and food arrangements; etc.).
* **CVR tracks all responses and provides Requestor with *Confirmed to Deploy List***of CVR members who will deploy. The Requestor may then proceed to make all arrangements for the physical deployment of the identified CVR members.

**CVMA/CVR Issues**

**CVR Deploy Notice**

**On behalf of the Authorized Requestor:**

* **CVR contacts CVR Members on the** ***Confirmed to Deploy List*** to finalize all arrangements required to mobilize CVR members from their respective domiciles to arrive at the Requestor’s “report for duty” location on the dates agreed.
* **Upon departure from respective domiciles,** deployed CVR Members are under the authority of the Authorized Requestor.

**CVMA/CVR Manages Physical Deployment of CVR Members**

**CVMA/CVR Manages Post-Service Return Home of CVR Members**

**On behalf of the Authorized Requestor:**

* **CVR makes all arrangements for travel to return the CVR Members to their domicile upon completion of service.**

**On behalf of the Authorized Requestor:**

* CVR contacts CVR Members who served in the event to follow-up on how they are managing, receive their feedback, and document best practices & lessons learned.
* May include CVR member contact, survey, follow-up and reporting as defined by the Requestor.

**CVMA/CVR Manages Post-Event Follow Up & Assessment Process**

**REMUNERATION OF CVMA/CVR OPERATIONS & CVR MEMBER VETERINARIANS**

**The CVMA/CVR guiding principle on remuneration for service is, in all cases, cost recovery.** The following general cost categories may be expected. All categories may not apply to all requests.

1. CVMA/CVR management time; communication time, and administrative time for services rendered;
2. CVMA/CVR direct expenses incurred for services rendered;
3. A minimal contribution to CVMA/CVR overhead for services rendered.

**CVMA/CVR -**

**Management & Administrative Services**

1. CVR Member veterinarians daily rate of pay for service (paid directly to the CVR member by the Authorized Requestor);
2. Travel, accommodation, meals and related direct expenses to be reimbursed directly to CVR members serving in the response.
3. Appropriate insurance coverage provided by the Authorized Requestor and/or reimbursement of additional insurance costs incurred by the deployed CVR Member for increased private insurance coverage directly related to the CVR member’s service in the emergency/disaster.

**CVR Member Veterinarians – Remuneration & Reimbursement**

Private veterinary practice owner’s *Practice Continuity Compensation* (PCC) is described further below. PCC recognizes that, when a private veterinary practice releases a veterinarian to serve in an emergency (whether that veterinarian is the practice owner, a practice partner or an employee of the practice), there will be ongoing overhead costs to be maintained and there may be costs incurred to replace the veterinarian at the practice (i.e. veterinary locum assignment).

**Private Practice Continuity Compensation**

**AGREEMENT BETWEEN THE CANADIAN VETERINARY MEDICAL ASSOCIATION AND THE REQUESTOR**

The Canadian Veterinary Reserve (CVR) is a program of the Canadian Veterinary Medical Association (CVMA). The CVMA is a not-for-profit-organization which provides CVR management and administrative services on a cost recovery basis.

The CVMA also represents the interests of its CVR member veterinarians. These veterinarians agree to be part of the CVR database and to serve in the event of a large-scale animal health emergency or disaster. CVR veterinarians are paid for their services as detailed below and, should their service result in a direct negative financial impact on the practice which they may own, partner in, or be employed by, it is expected that reasonable remuneration will be provided to the practice owner(s) to mitigate any losses that may be incurred by a CVR member’s service (practice continuity compensation).

All requests for CVR services require that the requesting party (‘The Requestor’) accepts and honours the terms described herein.

**AGREEMENT BETWEEN THE CANADIAN VETERINARY MEDICAL ASSOCIATION AND THE REQUESTOR**

**CVMA MANAGEMENT & ADMINISTRATIVE SERVICES:**

**1. Professional Services - tracked and charged on an hourly basis as follows:**

|  |  |
| --- | --- |
| **POSITION** | **HOURLY RATE** |
| CVMA CEO (or alternate) | $195.00 + HST |
| CVMA Communications Lead (or alternate) | $195.00 + HST |
| Additional expertise i.e. veterinary and/or emergency management consultant expertise  | $195.00 + HST |
| CVR Administrator & Other CVMA Personnel | $ 95.00 + HST |

**2. Contribution to CVMA Overhead:**

A charge of 2.5% on the total of Management and Administrative services (by position as listed above) will be charged as a contribution to CVMA overhead. (Note: The 2.5% will be applied to the pre-HST hourly rates).

**3. Direct Expenses:**

Those expenses that are a direct result of the Call Up and/or Deployment request will be tracked and billed in full at actual cost including HST. Examples of direct expenses: office supplies; fax costs; travel costs where CVMA/CVR makes deployment travel arrangements; etc.

**CVR MEMBER VETERINARIANS - REMUNERATION & REIMBURSEMENT**

**CVR Members will be hired on contract by the Requestor and the following provisions will apply:**

**1. Daily Rate of Pay for CVR Member Service (paid directly to the CVR member by the Requestor):**

For the period of deployment (departure from domicile to return to domicile), deployed CVR members will receive a per diem amount calculated using the current annual salary of a Canadian Food Inspection Agency (CFIA) veterinarian at the top level of the occupational group VM-01 which, at October 2013, was $83,324 annually or $320 for a 7.5-hour day. This will be paid direct to the CVR member by the Requestor. All entitlements and working conditions, such as hours of work, payment for overtime, etc. will be detailed and the CVMA/CVR and all CVR members will be fully informed of these parameters as part of any deployment request.

**2. CVR Member Expense Reimbursement (reimbursed directly to the CVR member by the Requestor):**

Expenses incurred by the CVR member veterinarian from the time they depart their domicile until they return to their domicile may include:

* all travel, accommodations, meals and allowable incidental expenses in transit from domicile to service location and return to domicile, and
* all travel, accommodation, meals and allowable incidental expenses incurred during the period of service.

The CVR member will submit a travel expense form and supporting original receipts to the Requestor. The Requestor determines allowable expenses and reimburses the CVR member directly. Expenses are reimbursed as per the policies of the Requestor. All CVR members who are requested to deploy are fully informed of these policies as part of the deployment request.

**AGREEMENT BETWEEN THE CANADIAN VETERINARY MEDICAL ASSOCIATION AND THE REQUESTOR**

**CVR MEMBER VETERINARIANS - REMUNERATION & REIMBURSEMENT – continued**

**3. CVR Member Liability Insurance, Life Insurance, Long Term Disability, Short Term Disability, Accidental Death and Dismemberment, Health Insurance, Workers Compensation Insurance:**

Practicing veterinarian in Canada carry some level of private insurance relative to their needs in their normal daily practice. The CVR recognizes that serving in a disaster/emergency response environment carries with it unique inherent physical and mental health risks. The Requestor may offer some level of insurance coverage directly for CVR Members serving in the response or, should the CVR member be required to incur extra costs for additional private coverage, the Requestor may reimburse the CVR member for any additional costs incurred by the CVR member to be appropriately insured for the event in which they will serve.

CVR Members may have differing needs for insurance based on their current private coverage and may wish to confirm insurance coverage arrangements on an individual basis with the Requestor. To avoid many individual arrangements, there may be a net benefit to the Requestor in arranging a sufficient level of insurance coverage for all CVR members serving in the emergency, said coverage to be paid for by the Requestor.

**PRIVATE PRACTICE VETERINARIANS - PRACTICE CONTINUITY COMPENSATION (PCC)**

In keeping with the principle of cost-recovery, private veterinary practices should not be financially penalized nor advantaged should the private practice owner(s) themselves or their employed veterinarian(s) deploy to serve the Requestor via the CVR.

***Practice Continuity Compensation*** (PCC) provides some buffer for the continuing costs and/or loss of revenue that a private veterinary practice may incur due to CVR service. It should also be noted that not all private practices will claim PCC in an emergency response. The claim would be made by the Practice Owner(s) with appropriate proof of service to support the claim. The Requestor may pay the Practice Owner directly or may request that the CVMA pay PCC to the Practice Owner, in which case the Requestor will reimburse the CVMA (noting that CVMA administrative services, direct expenses and overhead costs would also be incurred for this service).

***PCC Daily Rate and How Calculated:***

The CVMA regularly surveys its Canada-wide veterinary membership to determine what the average annual net earnings of veterinarians in Canada are. **The current CVR *PCC* Daily Rate has been established based on the 2016 average annual net earnings of a mixed animal practitioner less the amount of the Daily Rate being paid to a CVR member serving in an emergency response.**

**PCC Daily Rate is calculated as follows:**

2016 average daily net earnings of veterinary practice owner: $ 652.00/day

Less Daily Rate paid to CVR members serving in emergency (per CFIA): $ 320.00/day

**Practice Continuity Compensation (PCC) Daily Rate =** $ 652.00 - $ 320.00 = **$ 332.00 PCC rate per day** of service/per CVR Member serving.

**AGREEMENT BETWEEN THE CANADIAN VETERINARY MEDICAL ASSOCIATION AND THE REQUESTOR**

By signing below the Requestor recognizes the costs that may be incurred for the services requested and agrees to pay the costs as identified either directly to the Canadian Veterinary Medical Association, the Canadian Veterinary Reserve Member, or the Private Practice Owner (in the case of practice continuity compensation) as detailed above.

By signing below the Requestor also accepts a mutual Liability Waiver that has to be inserted.

**Requestor signature:** Click or tap here to enter text. **CVMA Signature:** Click or tap here to enter text.

**Title:** Click or tap here to enter text. **Title:** Click or tap here to enter text.

**Date (DD/MMM/YYYY):** Click or tap here to enter text. **Date (DD/MMM/YYYY):** Click or tap here to enter text.